

DSS Incident Tracking and Response Prioritization Procedures

The Magic Service Desk product is used for "Incident Tracking". The VDSS customer contacts the VDSS Customer Care Unit (CCU), DIS Help Desk through a "toll-free" number and is assisted by a Customer Care Specialist. Each issue is assigned a unique, automatically generated number, by the system and communicated to the customer for future reference. The CCU has an internal escalation scheme for issues that require staff specialization within the various VDSS Business Units. Additionally, there are manufacturer specific escalation processes for issues regarding computer hardware.

The Magic Service Desk product provides the flexibility of "Response Prioritization" by Customer, Business Unit or Subject Issue. The current environment allows the Business Unit to determine priority options and response time expectations.

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